



Micro Internships | Client brief

TLT - STREAMLINING LEGAL WORKFLOWS WITH AI

SUMMARY

TLT LLP is a UK law firm that helps organisations navigate legal and regulatory challenges. In this scenario, a new financial services company called FutureFinance will have only one in-house lawyer responsible for managing legal requests across the business while coordinating work with external law firms. This can create delays, confusion, and limited visibility over progress, costs, and risks. Your brief asks you to explore how AI could help streamline the process of requesting, managing, and tracking everyday legal work, while ensuring accuracy, security, and compliance.

KEY WORDS

- AI Consulting
- Workflow Automation
- Legal Operations
- Process Design
- Digital Transformation
- Financial Services Regulation
- Risk Management
- AI Governance
- Client Experience
- Professional Services Innovation

INDUSTRY

- Legal Services
- Financial Services
- Professional Services
- Legal Technology (v)

FOCUS

Exploring operational efficiency, workflow design, AI-enabled service systems, internal client experience and legal operations management.

BRIEF

Hi everyone – I'm **Rebecca Glynn**, and I work in Early Careers at **TLT LLP**, a UK law firm that helps organisations solve complex business and regulatory problems.

Today I'd like to share a challenge that we're exploring, and we'd love your help thinking about possible solutions.

I want to begin by saying this is a real challenge we are facing, but we have had to fictionalise our clients for data protection purposes. One of our fictional clients is a financial services company called Bloomington Bank. They're creating a brand new spin-off company called FutureFinance, which will focus on crypto and digital finance products.

Because this new company is starting small, they expect to have only one in-house lawyer managing their legal work. Now, imagine that lawyer's day. Colleagues across the business might send questions like:

- "Can we launch this new product?"
- "Is this contract legally safe?"
- "Are we complying with regulations?"

Some requests might be urgent. Others might involve risk or regulatory rules. The challenge is that one lawyer can't realistically handle everything alone – so, the lawyer will rely on several external law firms to help answer these questions. However, coordinating all of that work creates new problems.

For example:

- Requests might arrive with missing information, meaning lawyers need to go back and ask more questions.
- Different law firms might respond in different ways or at different speeds.
- The in-house lawyer also has to track costs, check progress, review advice, and report to company leaders and regulators.
- Over time, this can create a bottleneck, where work slows down, decisions take longer, and people inside the company feel unsure about what's happening.

So here is the challenge we'd like you to explore.

How might AI help improve the process of requesting, managing, and tracking everyday legal work?

For example, you might think about:

- How employees could submit legal questions clearly the first time.
- How AI could help triage or prioritise requests based on urgency or risk.
- How teams might track progress, costs, and outcomes across multiple law firms.
- And importantly, how any system could still protect confidential information, meet regulations, and remain trustworthy.

You don't need to be legal experts to explore this challenge. Instead, think like consultants and problem solvers. What would a smoother, clearer, and more efficient system look like for everyone involved?

We can't wait to see what you come up with. Good luck, and don't forget – you can find out more about TLT LLP at: <https://www.tlt.com/about-us>